

**Department of Consumer Affairs**

## Position Duty Statement

HR-41a (new 09/2019)

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<b>Classification Title</b>	<b>Board/Bureau/Division</b>
Staff Services Manager I	Bureau of Automotive Repair
<b>Working Title</b>	<b>Office/Unit/Section / Geographic Location</b>
Records Manager	Records Management Program/Rancho Cordova
<b>Position Number</b>	<b>Name and Effective Date</b>
646-140-4800-002	

**General Statement:** Under general direction of the Staff Services Manager II (SSM II), the Staff Services Manager I (SSM I) is responsible for the management and supervision of the Bureau of Automotive Repair's (BAR) Records Management Program (RMP). The RMP is responsible for maintaining licensure and disciplinary records for all BAR licensees. The RMP is also responsible for fulfilling requests for copies of official records for use in investigations and subpoena, Public Records Act (PRA), and certified records requests. The incumbent's duties include, but are not limited to, the following:

A. **SPECIFIC ASSIGNMENTS** [Essential (E) / Marginal (M) Functions]

**40% (E) Staff Supervision**

Plan, oversee, and direct the workload for Records Management Program staff in order to support and maintain operational needs and program development; coordinate and consult with staff with regards to developing performance objectives and measures; supervise staff on a daily basis to ensure performance objectives and measures are met. (20%)

Review and monitor performance objectives to establish recognition systems for the purposes of rewarding successful employee performance; research, prepare and monitor various statistical reports for management to effectively monitor operational workload. Ensure staff know and understand DCA and BAR policies and procedures. (10%)

Develop and maintain procedure manuals to assist staff with job performance. Participate in recruitment efforts and provide training and on-boarding of new staff. Prepare probation reports, individual development plans, annual performance appraisals, and job development plans for staff. (10%)

**25% (E) Records Management**

Serve as BAR's Custodian of Records and subject matter expert regarding records management (hardcopy and electronic) and records retention as set forth in law, regulation, guidelines, and DCA and BAR specific processes and procedures. Maintain and assess the Program's processes for converting various hardcopy and microform records to electronic format and allowing for the addition and purging of archived documents while maintaining adherence to BAR's records retention schedule.

Ensure that records are securely saved in appropriate archival locations and file formats as specified by the California Secretary of State, and ensuring image and text quality are optimal, verifying completeness of converted documents prior to authorizing purging of hardcopy records

Provide productivity and progress statistics to branch and executive management and make recommendations for improvement.

**25% (E) Subpoena, PRA, and Certified Records**

Plan, oversee, and direct the workload of subpoena, PRA, and certified records staff. Review certified records requests to ensure all requested files are provided and sign declarations certifying those record's copies as true and complete.

Ensure accurate information regarding requests for records is maintained and provide statistical reports and recommendations for improvement to branch and executive management.

**10% (M) Miscellaneous**

Attend staff meetings, training and perform other supervisory duties as they relate to the Records Management Program; assume special projects to assist with maintaining operational needs.

**B. Supervision Received**

The incumbent works under the general direction of the SSM II. However, direction may also come from the Deputy Chief or the Staff Services Manager I/II.

**C. Supervision Exercised**

The incumbent directly supervises Records Management Program staff.

**D. Administrative Responsibility**

The incumbent is responsible for supervising the staff and operations of the Records Management Program. The incumbent is responsible for personnel management activities which include hiring, recruitment, performance evaluations, and progressive discipline.

**E. Personal Contacts**

The incumbent has daily contact with other DCA/BAR staff, licensees, industry representatives and the public, in addition to other state and federal government agencies

**F. Actions and Consequences**

Great consequence to BAR and DCA if errors are committed (i.e. purging incorrect files or failure to adhere to the records retention schedule), loss of integrity to BAR and DCA if incorrect or incomplete licensing files are submitted under a subpoena order or Public Records Act request, and potential negative impact to BAR's mission, vision, and goals to protect consumers.

**G. Functional Requirements**

The incumbent is a Work Week Group E employee and is expected to work an average of 40 hours per week each year and may be required to work specified hours based on the business needs of the office. The incumbent works in an office setting with artificial light and temperature control. The ability to use a personal computer and telephone is essential. The incumbent must be able to frequently remain in a stationary position at a workstation throughout the day and must occasionally position self to perform a variety of tasks including retrieval of files.

This position is subject to Title 16, section 3830 of the California Code of Regulations, the Department of Consumer Affairs' Conflict of Interest Regulations. The incumbent is required to submit a Statement of Economic Interests (Form 700) within 30 days of assuming office, annually by April 1<sup>st</sup>, and within 30 days of leaving office.

**H. Other Information**

The incumbent must maintain regular and consistent attendance, communicate effectively orally and in writing, be proficient with a personal computer (including various software including SharePoint, Word and Excel), work cooperatively with staff at all levels within the organization and with private vendors, meet deadlines while handling multiple tasks with varying timeframes, and have the ability to work with a wide range of individuals in a tactful and courteous manner and use good judgment.

**I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation.** (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

**I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.**

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

**Revised: 02/2022**